

# Claims Service for a Superior Experience

Principle Spotlight: We're there when we're needed.

FOR AGENTS AND BROKERS

Liberty Mutual Insurance promises a consistent and high quality claims experience for your clients by following four service principles:

We do what's right.

We provide solutions.

We're there when we're needed.

We make things easy.

You and your clients expect a consistent and quality experience, especially when it comes to claims. Your clients may not have a claim very often, but when they do the experience should be positive and consistent.

Across your Liberty Mutual Insurance book, you want to know that all of your clients' claims are managed to the highest standards. From intake to payment, our four service principles guide every aspect of how we manage claims.

## Principle spotlight

While handling your claims, **We're there when we're needed.** To us, this means:

- We are highly responsive, empathetic, and helpful
- We explain the entire claims process and follow through on all commitments
- If a breakdown in service happens, we resolve it quickly

## Principles meet practice

To you and your clients, this means:

"You have done a good job staying on top of this claim, and I appreciate the ability to get in contact with you when needed. Communication helps immensely."

— Liberty Mutual Policyholder,  
Hospitality Industry

"Shannon's interest in getting me to the right person when I called and following up the next day may seem like a small thing, but honestly, it further solidifies why the Liberty Mutual team stands out among its peers in the industry."

— Liberty Mutual Independent Agent

"I handle claims every day, as we all do. I know sometimes people get caught up in their jobs and it turns into just that, "a job" for them. That did not happen with anyone involved in my claim. Everyone showed a huge amount of compassion and level of commitment. Thankfully, I don't get to be the customer very often, but as a customer I felt an overwhelming need to let you know that all of these people did an amazing job, and I appreciate it tremendously."

— Liberty Mutual Independent Agent,  
Financial Services

To learn more about how we apply the four service principles to help you succeed visit [helpingyousucceed-libertymutual.com/claims-service/](https://helpingyousucceed-libertymutual.com/claims-service/).



libertymutualgroup.com/business   @LibertyB2B

This document provides a general description of this program and/or service. See your policy, service contract or program documentation for actual terms and conditions. Insurance underwritten by Liberty Mutual Insurance Co. or its affiliates or subsidiaries.

© 2015 Liberty Mutual Insurance, 175 Berkeley Street, Boston, MA 02116. C13189 08/15